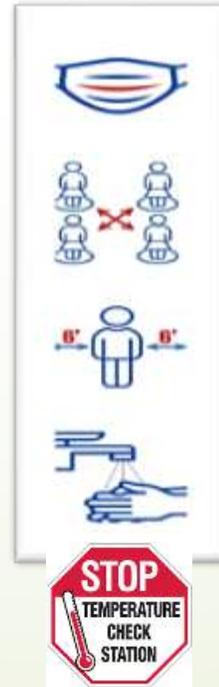




# COVID 19 CLEANING AND OPERATIONAL POLICY



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# GETTING READY FOR THE NEW NORMAL

- Over the past few months at the Grand Plaza Hotel, we have been thinking ahead to brighter days, when the island starts to go back to semi-normality or what for now could be "The New Normal" The hotel have remained open throughout the lockdown period for our guests who are stranded in the island. Because of this we have already put into place all the recommendations from the Government and Department of Public Health and Social Services that protect our guests and team members during this pandemic, including but not limited to:
  - Social Distancing – 2 Meters or 6 feet distance between our Front of House teams and our guests at Reception, Public Areas, Elevators and Guest Hallways
  - Guest Rooms have the 5 Key Critical Touch Point Cleaning touchpoints including, handles, switches, remote controls, and high contact furniture
  - Enhanced cleaning practices in conjunction with our chemical provider in all public areas, washrooms and elevators.
  - Our teams have been provided with the relevant PPE in each of the hotels departments.
  - All our team members have access to COVID-19 testing and vaccinations, as part of the Government initiative program. Looking forward, when we can re-open fully, we will be undertaking intensive preparations & cleaning procedures to ensure our Hotel is in the best possible condition. This is an ongoing process and will be updated along with government announcements, guidelines, and industry best practice.

The procedures we are already following will continue and then enhanced when we are able to open further areas, this will include such practices as:-

- ▶ All furniture in our Lobby will be disinfected twice a day.
- ▶ **DISINFECTION STATIONS:** Provision of stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize their hands before and after getting in or off the elevators at the lobby and all guest's floors elevator landings.
- ▶ **ANTIBACTERIAL** hand gel to be available for all guests to use at the reception desk.
- ▶ **COVID 19 SAFETY PROTOCOLS.** Signages and Reminders are posted all over the Lobby.
- ▶ **Guests Payment** - will be asked to **USE CARD PAYMENTS** - CC machines will be wiped down with a disinfectant wipe after each guest use. If guest is **CASH**-paying, staff are mandatory to sanitize their hands including the monetary payment. Gloves are available for staff to use while on duty.
- ▶ **PPE** are available at the front desk such as gloves and mask.
- ▶ A **CUSTOMIZED** built-in flexi-glass is installed at the reception desk to protect guest and staff.
- ▶ A **K9 Pro Intelligent TEMPERATURE** Measuring Disinfection Stand available at the front desk.
- ▶ A designated **KEY BOX** for all check out rooms. Keys are sanitize at the end of day.
- ▶ **GUESTROOM ENTRY RESTRICTED.** No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guests request, to re service the bedroom or fix a reported maintenance issue. If a member of staff is requested to enter a bedroom whilst the room is occupied the team member will be wearing PPE and the guest will be asked to leave the room so social distancing can be maintained.

- ▶ **NO ROOM CLEANING.** Implementation of “No Cleaning” policy to all rooms inhouse to minimize guest’s contact during PCOR 1 and 2. During this time, guests are provided cleaning supplies kit and delivery services every 3days of room necessities such as towel set, linen set, toiletries and paper products. (See Guestrooms page for details.)
- ▶ **ONCE A WEEK CLEANING.** Implemented during PCOR 3. (See Guestrooms page for details.)
- ▶ **DAILY CLEANING.** Implemented during PCOR 4. (See Guestrooms page for details.)
- ▶ **DUE OUT ROOMS-POWERED OFF.** All due out rooms are powered off and not due for cleaning until the next day. Implemented during PCOR 1, 2 & 3. (See Guestrooms page for details.)
- ▶ We will work with our guests to prevent congestion whether at arrival or departure with the use of pre check in and express check out.
- ▶ All team members have been retrained in line with Guam DPHSS the new cleaning process for hygiene ad cleanliness in all areas of the hotel.
- ▶ We will continue to monitor the health of our team and our guests. Any team member with symptoms or someone in their household who has symptoms will self-isolate in line with DPHSS guidelines.
- ▶ All our booking channels and areas in the hotel will follow the same actions, with each hotel reserving the right to ask a guest to leave if a guest is showing signs and symptoms of COVID-19 or not following “House Rules” for the security and protection of its guests and team members.

As government guidelines continue to change and develop, we will review, refresh and update our Guidelines within this document. We all, as a team look forward to welcoming you back to the Grand Plaza Hotel in the very near future.

## ► COVID-19 CLEANING AND OPERATIONAL POLICY STATEMENT ON WEBSITES, ONLINE TRAVEL AGENTS & CONFIRMATIONS

(Guest are all encourage to visit the [www.dphss.gum.gov](http://www.dphss.gum.gov) for latest information of the Guam Travel Guidelines)

► The Following statement will be displayed on all Websites & Online Travel Agents:

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their visit until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre- existing medical conditions. The hotel reserves the right to refuse entry and or cancel reservation if the guest displays such symptoms on arrival for the security and protection of its guests and team members

(As government guidelines continue to change and develop we will review, refresh and update our Guidelines within this document. )

# HOTEL ENTRANCES AND PUBLIC AREAS

- Social distancing applies everywhere including public areas and outside entrances.
- To support the Government's essential emergency measures we are required to monitor the number of people entering our premises and using our lobby to ensure social distancing rules are observed.
- Visitor's Sign In Sheet is implemented.
- Please help us by respecting social distancing and keep 2 meters (6 feet) apart from others. In some areas there are floor markers to assist with distancing.
- Please do not congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- Please do a temperature check as you enter the lobby.
- Wear your mask at all times while you are on the premise.
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize their hands before and after they get on/off the elevators. Each guest elevator landing have a hand sanitizer station for guest's use. **ANTIBACTERIAL** hand gel to be available for all guests to use at the reception desk.
- **PERIODIC CHECKS** and **DISINFECTION** of all wash rooms, - door handles etc. in public areas.

# RECEPTION

- ▶ Where there is a reception desk, team members must remain behind the desk.
- ▶ Visible markings on the floor will help team members to ask guests to adhere to this.
- ▶ Customized Sneeze screens or built-in flexi glass are installed to increase separation.
- ▶ Desk tops and Desk Equipment (e.g. keyboard, mouse, fax machines, credit card machines, etc.) must be sanitized regularly.
- ▶ Don't handle the guests' payment card and always remind them to use contactless and be mindful that payment limit for contactless may have increased.
- ▶ Rooms to be PRE-ALLOCATED based on the lockdown status in the Room Master system.
- ▶ A designated key drop box for all due out rooms is available at the front desk. Key Cards Should only should be disinfected prior to each guest using the key.
- ▶ Guests should be asked to USE CARD PAYMENTS ONLY- CC machines should be wiped down with a disinfectant wipe after each guest use. But, if not disinfect cash and sanitize your hands accordingly.

- ▶ Pens to be wiped down with a disinfectant wipe after each guest use - encourage guest to use their own pen when possible. Do not share pens between reception team members and or guests.
- ▶ Where guests ask for luggage assistance to be stored Reception team member to take sanitized cart - with guest carrying the luggage – placed by the lobby luggage designated store area - practicing social distancing - ensuring the bell cart is wiped with disinfectant after using.
- ▶ Receptionist to wear PPE when front facing- gloves as a minimum and if not behind a screen - face mask also.
- ▶ **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize hands before and after getting on/off the elevator. Designated hand sanitizer station on each guest elevator landing. **ANTIBACTERIAL** hand gel to be available for all guests to use at the reception desk.

## ➤ ELEVATORS

In line with Government Guidelines on applying social distancing we would like to remind all our guests that there should not be more than 4 person per lift, unless you are from the same room.

- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize hands before and after getting on/off the elevator. Designated hand sanitizer station on each guest elevator landing. ANTIBACTERIAL hand gel to be available for all guests to use at the reception desk.

## GUEST ROOMS

- ALL ROOMS LOCKED DOWN ONCE CLEAN- STATUS CHANGE MADE WITHIN COMPUTER SYSTEM SO RECEPTION ONLY ALLOCATE LOCKDOWN ROOMS - Add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- BEDROOM ENTRY RESTRICTED. No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guests request, to re service the bedroom or fix a reported maintenance issue. If a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE.

**PCOR 1 & 2.** No room cleaning. During this time, guests are provided cleaning supplies kit and delivery services once a week of room necessities such as towel set, linen set, toiletries and paper products and/or replenishment of any items maybe delivered by request and logged down accordingly at the front desk.

**PCOR 3**-once a week cleaning and/or replenishment of any items maybe delivered by request and logged down accordingly at the front desk. )

### DISINFECT IN-ROOM AREAS

- 1 HANDLES Doors, Wardrobes, Drawers, Furniture
- 2 BATHROOMS Toilet Handles & Seats, taps, towel rails, bins, shower screens/ curtains  
Amenities- single use only, tissue boxes
- 3 IN ROOM FACILITIES Television, Remote Controls, Telephone, Hairdryer, hangers, Fridges, Hot pot, Microwave, Coffee/Tea Tray, Glassware
- 4 HARD SURFACES Tables, Desks, Closet, Headboards
- DISINFECTION STATIONS: Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize hands before and after getting on/off the elevator. Designated hand sanitizer station on each guest elevator landing before entering their respective room/s.

- ▶ KEY TOUCH POINT DETAILED CLEAN IN GUESTROOMS: Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes and more.
- ▶ KEY TOUCH POINT DETAILED DISINFECTANT CLEANING SWITCHES & ELECTRONIC CONTROLS Lights, Lamps, Air Conditioning Controls

# FACILITIES

## ► POOL

CLOSED FOR RENOVATION. RESUME RENOVATION BY  
SUMMER 2021

## ► FITNESS CENTER/GYM

CLOSED. OPEN FOR MEMBERS ONLY UNTIL FURTHER  
NOTICE.

## TEAM MEMBERS

- ▶ All team members have been trained in line with DPHSS cleaning process for hygiene and cleanliness in all areas of the hotel.
- ▶ All team members and their families have access to COVID-19 testing if they suffer from symptoms- in line with Government testing. COVID-19 vaccinations are also available to all (see guidelines per availability on age group. Visit [www.dphss.guam.gov](http://www.dphss.guam.gov))
- ▶ All team member taking breaks in designated areas each day that are then deep cleaned and sanitized. Maximum of 5 people in the designated area at any one time to ensure social distancing is practiced at all times.
- ▶ Hotel team members will be provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering true customer service.

## OFFICES

- ▶ Incoming and Outgoing disinfection procedure has been established at the reception desk.
- ▶ Radios, Telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- ▶ Hand sanitizers should be available at each workstation.
- ▶ Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/ information and before preparing mail to be posted.

- ▶ **STAFF REST AREAS** All rest areas is OK to be used for resting during breaks but social distancing must be observed. Consider having one table/one chair if possible. Deep clean this area every use.
- ▶ **CORRIDORS and/or HALLWAYS** There will be inevitable passing of each other in corridors, hallways and passageways. This momentary social distancing lapse is OK. Just try to observe whenever possible so wait at doors for others to pass and keep close to the side of the corridor so there is as much distance as possible between you.
- ▶ **SPECIAL CONSIDERATIONS** Be especially mindful of team members who are in a higher risk groups such as those who have other health conditions. Some may be wearing masks, gloves, etc. This must not replace hand washing and social distancing.

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

- ▶ Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- ▶ Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- ▶ Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- ▶ Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- ▶ To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

visit: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>.  
For further advice and information follow your local authority recommendations.

## HUMAN RESOURCES

- ▶ Based on region and location the following recommendations from the CDC - Centers for Disease Controls should be incorporated.  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

- ▶ **ADDITIONAL MEASURES**

**Pre-Screen:** Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the employee enters the facility.

**Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.

If employee tests positive for COVID-19 ensure contact tracing is performed for employees and guests who came in contact with the infected employee.

# CUSTOMER FOOD AND DRINK DELIVERY SERVICE

This risk assessment is for hospitality food businesses to transport hot and or cold food and drink to inhouse guests. It considers delivery by car – restaurants via grab n grub and others.

The use of a sign off sheet is implemented to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

## PEOPLE EXPOSED

Colleagues

Contractors

Visitors / Guests

Members of the Public

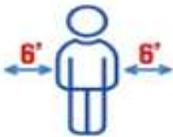
# PREVENT THE SPREAD OF COVID-19:



**WEAR  
FACE MASKS**



**ELEVATOR**  
A maximum capacity of 4 persons



**SOCIAL DISTANCING**  
A minimum distance of 6 ft



**WASH HANDS OR SANITIZE OFTEN**



**SCAN FOR TEMPERATURE**



- ▶ Digital temperature scanned at front desk with hand sanitizer. Verbal reading in English, Japanese, Korean, Chinese and Russian.
- ▶ Hand sanitizing station at first floor elevator and all elevator landings.
- ▶ Masks required to enter hotel
- ▶ 6' social distancing signage posted and floors marked in public spaces



- ▶ Protexus PX200ES provides 360 degree coverage of disinfection
- ▶ Rooms and facility are treated with hospital grade disinfection with PUR TABS.



DPHSS NURSE TRIAGE HOTLINE

# UPDATE

**687-7321      480-6763**

**685-0358      480-6760**

**480-7859      480-7883**

**998-4442      998-4474**

**998-4460      998-4480**

**ADA/TEXT: 687-6170**

**Monday - Saturday: 8AM - 10PM**

**Sunday: 8AM - 5PM**

*Missed calls or calls going to voicemail will be returned within the day.*

If you are experiencing symptoms of COVID-19, you can call the DPHSS Medical Triage Hotline phone numbers listed above, or call 311 and dial option number 1 to report symptoms and obtain guidance from nurses.



If you believe you have been in contact with someone confirmed positive with COVID-19, please call 311 and press option 1 to be directed to the DPHSS Nurse Triage Hotline.

# PREVENTION SAVES LIVES!

## STOP THE SPREAD OF GERMS



Stay home when you are sick.

Cover your cough or sneeze with a tissue

or

cough or sneeze into your upper sleeve, not your hands.



Throw your used tissue in the trash, and then wash your hands.



Wash your hands often with soap and water for at least 20 seconds.



If soap and water are not available, use alcohol-based hand sanitizer.



Stop touching your eyes, nose, and mouth.

Stay away from people who are sick.



Source: [www.cdc.gov/flu/prevent](http://www.cdc.gov/flu/prevent)  
DPHSS (February 2020)



For more information, contact: Department of Public Health and Social Services  
Monday - Friday • 8 AM - 5 PM • (671) 735-7154 • [Facebook](#) Guam DPHSS • [www.dphss.guam.gov](http://www.dphss.guam.gov)

# PREVENTION SAVES LIVES!

## STOP GERMS! WASH YOUR HANDS



Hands that look clean can still have icky germs!



Source: [www.cdc.gov/handwashing](http://www.cdc.gov/handwashing)  
DPHSS (February 2020)



For more information, contact: Department of Public Health and Social Services  
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